



## House of Representatives

State of South Carolina

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### Garry R. Smith

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### Committees:

**Chairman**, Operations and  
Management  
Ways and Means  
Healthcare Subcommittee  
**Member**, Legislative Audit  
Council

August 18, 2017

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12th Street,  
SW Room TW-B204  
Washington, DC 20554

### **Re: Comments in Support Proposed Rulemaking *In the Matter of Restoring Internet Freedom*, WC Docket No. 17-108**

Dear Secretary Dortch,

I am Garry Smith, Representative in the South Carolina House of Representatives for the 27th District. I reviewed the Notice of Proposed Rulemaking (NPRM) referenced by the docket number above and am submitting this comment in support of the Commission's efforts to reclassify broadband internet access services as an information service under Title I of the Telecommunications Act.<sup>1</sup>

I thought the Commission could use the perspective of a state legislator and of various entities responsible for protecting consumers in the State of South Carolina.

### **Introduction**

Part of the NPRM, and the prior order it seeks to reverse,<sup>2</sup> discusses harms that either could be suffered by consumers or were suffered by consumers. The two orders present two different paradigms, with one paradigm assuming regulations should be based on actual harms suffered by

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<sup>1</sup> See e.g., 47 U.S.C. §§ 153(24), (53) and 230.

<sup>2</sup> *In the Matter of Protecting and Promoting the Open Internet*, Report and Order on Remand, Declaratory Ruling, and Order, 30 FCC Rcd 5601 (2015) (hereafter "Title II Order").

consumers while the other paradigm averring regulations should be based on hypothetical harms consumers may endure.

To assist the Commission in reaching its decision, I asked the South Carolina Attorney General's Office and the Department of Consumer Affairs (DCA) several questions. Those questions were designed to answer the questions of what type of harms are consumers actually enduring and to help determine whether the relevant agencies received complaints regarding actual harms identified in the Title II Order prior to 2015, whether complaints increased after the Title II Order.

I believe the answers will demonstrate to the Commission that the consumer protection regime existing in South Carolina prior to the Title II Order is sufficient to protect consumers from any actual harm.

### **Summary**

There are several instances in the NPRM where the Commission asked specific questions regarding consumer protections. Some of those questions asked whether Title II was necessary to protect against certain harms, whether hypothetical or actual. My goal was to discover what complaints consumers filed against ISPs in South Carolina in an attempt to figure out the concrete harms constituents face and how often those harms occur.

In summary, the State of South Carolina through the appropriate division of its Attorney General's office and the DCA identified a handful of internet-related complaints, most of which related to billing practices, internet service speed, or improper representations of available internet service speeds. The state entities were unable to identify any actual harms resulting from light-touch regulation. In fact, quite the contrary is true. The entities identified several specific instances of actual consumer harm, which harms ISPs addressed through the consumer complaint administrative process.

Contrary to the Title II Order, neither the State Attorney General's Office nor the DCA were able to identify consumer complaints relating to any of the Title II Order's recited hypothetical harms. Instead, the Attorney General's office and the DCA identified a flourishing and robust state consumer protection model, which addressed the real concerns of, and harms suffered by, South Carolina's hardworking residents.

The rest of this Comment is divided into several sections. First, I briefly address specific paragraphs piquing my interest in the NPRM; Second, I summarize and explain the responses to questions I received from the South Carolina DCA; and Thirdly, I summarize and explain the responses to questions I received from the South Carolina Attorney General's Office.

### **Specific Paragraphs in the NPRM Addressed**

In paragraph 39 of the NPRM, the Commission stated its belief that "under Democratic and Republican leadership [it] was correct to classify broadband internet access service as an

information service.” As part of the requests for comment from this paragraph, the Commission asks whether any actual harms, if any, resulted from light-touch regulation.

Neither the DCA nor the Attorney General’s office were able to identify any actual harms resulting from the information service categorization of broadband internet access services. The types of harms consumers complained of pre- and post- Title II Order remained largely the same. These entities did not see an increase in consumer complaints filed as a result of the Title II Order.<sup>3</sup>

Similarly, in paragraph 50, the Commission observed the Title II Order focused extensively on hypothetical actions Internet service providers “might” take, and how those actions “might” harm consumers. The Commission asked a number of questions related to this observation. I wanted to focus on the broader observation and used the specific questions in the paragraph to guide my inquiries of the Attorney General’s office and the DCA. To that end, I asked the Attorney General’s office and the DCA if they encountered any complaints related to the specific hypothetical harms cited by the Title II Order.

### **Responses from the DCA**

#### *Consumer Complaints against ISPs Trends*

I asked the DCA to divide responses to the questions into pre-Title II complaints and post-Title II complaints. For ease of reference, the “pre-Title II” period roughly corresponds to complaints received from 2009-2013/14 while the “post-Title II” period roughly corresponds to complaints received 2014/15-2016.

According to the DCA, a review of the complaints received both pre- and post-Title II indicates that it did not receive complaints about ISP blocking, throttling, or paid prioritization. The majority of the complaints during both periods were service or billing related. There were several complaints regarding internet service speeds or interruptions, but an examination of those complaints reveals none of them relate to blocking or throttling. The examples provided by the DCA are discussed in the next section.

According to DCA officials, the agency receives “approximately 4,000 complaints annually.” This figure includes all complaints, not just internet or ISP-related complaints. From 2009-2013, the agency received roughly 164 internet-related complaints.<sup>4</sup> Based on the estimated number of annual complaints, during this five-year span, the agency would have received a total of roughly 20,000 complaints. Of those roughly 20,000 complaints, the 164 internet or ISP-related

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<sup>3</sup> Per an email from the DCA, cited below, information regarding complaints in South Carolina falls into two chronological categories. In 2014, the DCA “implemented a new online complaint system” that allowed officials “to obtain a lower level of detail for those most recently filed complaints. The data from 2009-2013 is not as granular.

<sup>4</sup> See email dated June 22, 2017 from Carri Lybarker, Esq., Administrator/Consumer Advocate at the SC Department of Consumer Affairs, attached as Appendix 1.

complaints represented less than one-percent of the total number of complaints the agency received. Further, of those 164 complaints, a majority of them related to billing issues.

From 2014-2016, less than one-percent of the “internet-related complaints” received by the DCA “were based on service [or] speed issues.”<sup>5</sup> The remaining 99 percent related to “billing issues.”

#### *Specific Consumer Complaints against ISPs*

The DCA provided copies of consumer, internet-related complaints. Each of the complaints has a companion response from the service provider. The response detailed the investigation conducted by the provider, an explanation of the underlying issue, and a description of the resolution.

The complaints may be divided into two categories: Pre-Title II Order (2014)<sup>6</sup> and Post-Title II Order (2015).<sup>7</sup> A review of the complaints demonstrates that the complaints received did not substantially change pre- and post- Title II Order.

Before the Title II Order, the complaints provided for 2014 all relate to internet service speeds. All the consumers complained that their ISPs were not delivering the speeds promised or represented. Two consumers complained they were promised 6 Mbps, but were only receiving a maximum of 1.3-1.5 Mbps. Other consumers paid for internet services of 60 Mbps but were receiving service at no more than one-tenth of the promised speeds.<sup>8</sup>

Based on the responses from the ISPs provided by the DCA, some problems related to customer expectations versus the service to which he subscribed, Other problems related to geography and infrastructure deployment, while other problems related provider equipment and network management issues.<sup>9</sup>

After the Title II Order in 2015, the complaints remained largely the same. At least one complaint addressed near constant service interruptions, while another complaint addressed data package capabilities. A third complaint addressed speeds and reliability.<sup>10</sup>

Once again, based on the responses from the ISPs provided by the DCA, the ISPs made every effort to remedy the problems. In two of the instances, the providers sent technicians to the residences and/or the nearby service stations. For both those instances, the providers did what they could to remedy the hardware or network problem. For another one of the complaints, the

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<sup>5</sup> *Id.*

<sup>6</sup> Copies of the Pre-Title II Consumer Complaints are attached at Appendix 2. The Complaints also include responses from the ISP.

<sup>7</sup> Copies of the Post-Title II Consumer Complaints are attached at Appendix 3. The Complaints also include responses from the ISP.

<sup>8</sup> See note 6, above.

<sup>9</sup> *See id.*

<sup>10</sup> See note 7, above.

service provider tried to remedy the issue, but the customer cancelled before it could send a technician to diagnose it.<sup>11</sup>

### **Information from the State Attorney General's Office**

I asked the Attorney General's office some pointed questions regarding any potential complaints received regarding content blocking, whether ISPs restricted access to lawful content, restricted the use of apps or other software applications, and so on. While the specific response from the office is attached to this comment,<sup>12</sup> I will summarize the answers provided.

Broadly speaking, answers from the Attorney General's Office indicate South Carolinians have not experienced any of the hypothetical harms recited in the Title II Order. The Office has not received any complaints from 2003 through 2016 of any ISP blocking websites or restricting other content, preventing personal devices from connecting to a home network, LAN, or VPN. Similarly, the Office has not received any complaints that an ISP has harmed consumers by either blocking content from competitors or providing an unfair competitive edge for content or programming it generates.<sup>13</sup>

### **Conclusion**

The Department of Consumer Affairs and the Attorney General's Office do yeomen's work protecting South Carolinians from harmful practices. The information received from these entities appear to reveal no problems prior to the Title II Order which would justify it. There is no evidence that the hypothetical harms recited by the Title II Order materialized at any time in South Carolina. The light touch regulatory scheme that existed before the Title II Order—that is to say, the dual state and federal consumer protection regimes—adequately protected South Carolinians when they encountered issues with ISPs.

Based on the information gleaned from these entities, it is my respectful opinion that the Commission's efforts to Restore Internet Freedom through the NPRM are grounded and will preserve the consumers' rights to seek redress through state and federal consumer protection agencies.

Respectfully Submitted,



Garry R. Smith

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<sup>11</sup> *See id.*

<sup>12</sup> *See* email dated on or about June 22, 2017 from John P. Hazzard, V, Deputy Attorney General and Special Counsel in the State Attorney General's Office, attached at Appendix 4.

<sup>13</sup> *See id.*

## Appendix 2

<b>Reason</b>	
<b>Business Response</b>	
<b>Decline Reason</b>	

[Assign](#)[Edit](#)**Consumer Filing**

<b>User Name</b>	<input type="text"/>
<b>Name</b>	<input type="text"/>
<b>Address</b>	<input type="text"/>
<b>Phone</b>	<input type="text"/>
<b>Fax</b>	<input type="text"/>
<b>Email</b>	<input checked="" type="checkbox"/> <input type="text"/>
<b>Preferred Contact Method</b>	Email
<b>Other Filings</b>	
<b>Complaint is involved in court case</b>	No
<b>Attorney is handling complaint</b>	No
<b>Date of Incident</b>	9/28/2014
<b>Date Complained to Company</b>	9/10/2014
<b>Explanation of Complaint</b>	<p>I am paying for high speed internet and am not getting high speed. Their high speed internet is 6 mb which is what I am paying for, but I am only getting 1.3 mb just because I am at the end of there service line, that is just dial up x2. I have called them a few different times complaining about this asking if they plan on doing anything about fixing the problem. It is bad when I can't even get up in the morning to check the weather or my email because someone else down the line is using up the internet. I have tried to call around to get different internet service but am told I can not do that since windstream owns the area and no one else is allowed to come into it.</p> <p><input checked="" type="checkbox"/> <a href="#">...Show Less</a></p>

<b>Business Response (At time of incident)</b>	<p>I have recieved different response from them. One representative has told me they are not planning on putting a provider box out futher, "that i had to live with what i have". The next person i talked to i told them if that is the best they can do for me then i will just terminate the service because i was paying for high speed and i am not getting high speed. He replied that they are planning on putting another provider box out futher on the line but didnt say when.</p> <p><input checked="" type="checkbox"/> <a href="#">...Show Less</a></p>
<b>Desired Response</b>	<p>either put another provider box out so i can get what i am paying for or release the area so someone else can provide me with proper internet service. There are several companies out there that can provide me with proper service but won't cross the invisible territory line. They can not say they dont have the funds to do this because i have looked and Windstream is in several states.</p> <p><input checked="" type="checkbox"/> <a href="#">...Show Less</a></p>
<b>Supporting Documents</b>	None
<b>Upload Attachment</b>	<div><input type="text"/></div> <div>Upload</div>

**Business Information****Business Username****Business Name**

Windstream Communications

**Business Type**

Location

**Business ID****Email**☒ [windstream.executive.complaints@windstream.com](mailto:windstream.executive.complaints@windstream.com)**Contact Address**1720 Galleria Blvd  
Charlotte, NC 28270**Physical Address**1720 Galleria Blvd  
Charlotte, NC 28270**Phone**

800.326.6314

**Fax**

None

**Website**

Re: [REDACTED] / C14-02922



Dear Lauren Aguilar

This letter acknowledges our receipt of the notice of complaint C14-02922, filed by [REDACTED]. We look forward to addressing the customer's concerns and resolving this matter.

From the filings, we understand that the customer is inquiring about a Windstream Internet service performance associated with phone number [REDACTED]

With respect to Windstream's response, my office has reviewed the concerns reported to your Agency by this customer. Our records indicate that this customer currently subscribes to our Best Effort Internet service with speeds of up to 1.5M. The maximum speed provided to our customer depends upon the distance that the service address is from the Windstream Central Office providing the service. Customer over 18,000 feet from the Central Office is too far from the equipment to qualify for High Speed Internet. [REDACTED] is 19,148 feet from the Central Office and qualifies for our Best Effort Internet service only. Best Effort Internet service is an as is service in which we cannot guarantee a steady connection on. Windstream representatives are trained to discuss this information with customer prior to orders being submitted.

**Business Response**

Any company can provide service in any area of their choice as a Competitive Local Exchange Carrier. They can build their own local loops or lease local loops from the Incumbent Local Exchange Carrier.

We regret the inconvenience of this situation. Windstream appreciates [REDACTED] business. Please feel free to contact me if you should have any additional questions or concerns.

Sincerely,

Yvette Gadson  
Windstream Communications  
Executive Customer Relations

☒ [Show Less](#)

**Supporting Documents**

None

**Upload Attachment**

Upload

**DCA Regulated  
Business**

No

**Additional Notes**

C-1532

Aguilar, Lauren

From: [REDACTED]  
Sent: Saturday, May 31, 2014 2:38 PM  
To: Aguilar, Lauren  
Subject: Complaint # [REDACTED]

RECEIVED

JUN 03 2014

DEPT. OF CONSUMER  
AFFAIRS

SC. Dept of Consumer Affairs.  
Lauren B. Aguilar. Complaint analyst.  
[LAguilar@Scconsumer.gov](mailto:LAguilar@Scconsumer.gov).  
803-734-4200

Dear Lauren.

Thank you, for your previous help with my ongoing complaint against and concerning Windstream Communications.

However, the \$10.00 monthly credit you helped me to receive will be up next month. June.

Since Windstream has made no attempt to repair or upgrade their service and is still lying to potential new customers by continuing to solicit and sell subscriptions to the already overloaded network, I feel this credit should continue until the issues are resolved. I have verified the lies personally when I spoke to them last week. They tried to up sell me to 6 mbps when they cannot provide me 1.5 that I am paying for. You see, I called with a simple question regarding my telephone service so they thought they might have a new internet customer on the line! They are also touting up to 12 mbps and calling the service "High Speed Internet" when its not and they cannot provide me with any better than what I have now. Yet they tried to sell me something they KNEW they cannot provide.

I would prefer the problems be repaired, but they have not even been addressed. They have completely removed themselves from this matter except to send a monthly invoice. Please understand we have no choice in Campobello SC. We have no cable and cell phone coverage is spotty.

I hope you can help me facilitate this continued credit until Windstream makes an honest attempt at giving me what I am paying for.

I am having to reset my modem multiple times daily and during peak hours I sometimes have no connection at all.

Windstream is knowledgeable about this, yet they are adding more customers thus adding more problems for the existing customers like myself.

I can provide speed test results for your review if required.

I also will provide you with this link (forum) to others having the same issue.

<http://www.dslreports.com/forum/r27792902-Troubles-Windstream-High-Speed-Internet-STAY-AWAY-~start=180>

Best Regards and Thanks in Advance

## Supporting Documents

Upload Attachment

Upload

## Business Information

Business Username

Business Name Windstream Communications

Business Type Location

Business ID

Email ☒ windstream.executive.complaints@windstream.com

Contact Address

1720 Galleria Blvd  
Charlotte, NC 28270

Physical Address

1720 Galleria Blvd  
Charlotte, NC 28270

Phone 800.326.6314

Fax None

Website

Complaint C14-01532

Dear Ms. Aguilar,

This letter acknowledges our receipt of the notice of the complaint filed by

From the filings, we understand that the customer is inquiring about his Windstream Internet service performance associated with phone number

Windstream acknowledges Campobello, SC customers have been experiencing high-speed Internet issues. This is a result of the tremendous growth in Internet usage over the past few years as well as the challenging economics of serving rural areas with broadband. Windstream has committed to multiple already in progress upgrades to be finalized in November 2014 that will benefit most of Windstream's customers in Campobello, SC. Unfortunately, our records indicate service address will likely not benefit from these scheduled upgrades. Until upgrades are

<b>Business Response</b>	<p>completed, [REDACTED] service may not improve</p> <p>Given existing high-speed Internet issues, [REDACTED] will receive a \$10.00 discount, which will appear on his account monthly through June 25, 2015.</p> <p>If [REDACTED] finds this information unacceptable, he may want to explore alternate service options such as Internet via satellite. For example, Dish Net through Dish Network is a service that may be available to him and bundled with his Windstream billing account. He may call us for more information regarding this product.</p> <p>We regret any inconvenience of this situation. Windstream appreciates [REDACTED] business. Please feel free to contact me if you should have any additional questions or concerns.</p> <p>Sincerely,</p> <p>Margie Hubbard Windstream Communications Executive Customer Relations 1-800-326-6314</p> <p><input checked="" type="checkbox"/> <a href="#">Show Less</a></p>
<b>Supporting Documents</b>	<p><input checked="" type="checkbox"/> <a href="#">SCConsumerAffairs [REDACTED] CompNo.C14-01532.pdf</a> <input type="button" value="Remove"/></p>
<b>Upload Attachment</b>	<div><input type="text"/></div> <div><input type="button" value="Upload"/></div>
<b>DCA Regulated Business</b>	<p>No</p>
<b>Additional Notes</b>	

[REDACTED]

[REDACTED]

[REDACTED]

<b>Reason</b>	
<b>Business Response</b>	
<b>Decline Reason</b>	

**Consumer Filing**

<b>User Name</b>	
<b>Name</b>	
<b>Address</b>	
<b>Phone</b>	
<b>Fax</b>	
<b>Email</b>	<input checked="" type="checkbox"/>
<b>Preferred Contact Method</b>	Email
<b>Other Filings</b>	Agency Name : BBB
<b>Complaint is involved in court case</b>	No
<b>Attorney is handling complaint</b>	No
<b>Date of Incident</b>	10/16/2014
<b>Date Complained to Company</b>	6/15/2013
<b>Explanation of Complaint</b>	<p>I am paying for 60Mbps internet service at my home address, [REDACTED]. The service that I have been receiving has been 0.72mbps to 7 mbps. I have complained multiple times to the company, at first, they tried to blame the problem on my equipment. I replaced our wireless router and the service improved marginally due to the new generation of router. I complained on multiple followup occasions and follow-on technicians replaced the modem minimal or no impact and finally put up a temporary patch on the main line to the drop for my house when the service degraded to the point that I couldn't use it.</p> <p>I have been getting 10 of the service that I have been paying for since becoming a</p>

	<p>charter customer. Their customer service corporately is so poor that I changed my cable company. Unfortunately, there are no options for changing internet service at this time in Boiling Springs.</p> <p><input checked="" type="checkbox"/> <a href="#">...Show Less</a></p>
<b>Business Response (At time of incident)</b>	<p><input checked="" type="checkbox"/> <a href="#">...Show Less</a></p>
<b>Desired Response</b>	<p>I feel that the company should immediately replace any inferior lines to restore service to speeds consistent with that promised. I also feel that Charter should reimburse me for the 90 of the service that I was promised, but never received.</p> <p><input checked="" type="checkbox"/> <a href="#">...Show Less</a></p>
<b>Supporting Documents</b>	<p><input checked="" type="checkbox"/> <a href="#">Charternationwidespeedtest-1.pdf</a> <input type="button" value="Remove"/></p>
<b>Upload Attachment</b>	<p><input type="text"/> <input type="button" value="Upload"/></p>

## Business Information

<b>Business Username</b>	
<b>Business Name</b>	Charter Spectrum
<b>Business Type</b>	Location
<b>Business ID</b>	
<b>Email</b>	<input checked="" type="checkbox"/> <a href="mailto:PriorityEscalationTeam@chartercom.com">PriorityEscalationTeam@chartercom.com</a>
<b>Contact Address</b>	2 Digital Place Simpsonville, SC 29681
<b>Physical Address</b>	725 Union Street Spartanburg, SC 29306
<b>Phone</b>	864.641.6833
<b>Fax</b>	None
<b>Website</b>	<p>Charter's representative contacted [REDACTED] on 10/21/14. [REDACTED] states that he has experienced slow internet speeds for several months. [REDACTED] states that Charter technicians have replaced his modem and the outside cable line but feels that he should have a credit towards his account for the slow internet speeds.</p>

<b>Business Response</b>	<p>Further review determined there was a speed issue causing one of the nodes to run 8 mbps; however once the two nodes were combined the speeds were running at 100 mbps. On 10/14/14, A Charter service technician went to customer premises to review Internet performance. [REDACTED] pc was only running 12 mbps while connected to his modem; however, Charter's technician received the correct speeds while connected to [REDACTED] modem wired 66 mbps and wirelessly 32 mbps with a Charter laptop. Charter records reflect [REDACTED] computer was running slow but the test computer was receiving the correct speeds. On 10/24/14 a credit of \$25.00 was applied to [REDACTED] account due to the service issues involving Charter's cable plant. [REDACTED] confirmed that all speed issues were resolved. [REDACTED] expressed satisfaction with this resolution. Charter's direct contact information was provided for future reference.</p> <p><a href="#">▶ ...Show Less</a></p>
<b>Supporting Documents</b>	<p><a href="#">▶ SCDCA-C14-03150 [REDACTED]</a> <a href="#">Remove</a></p>
<b>Upload Attachment</b>	<p><input type="text"/> <a href="#">Upload</a></p>
<b>DCA Regulated Business</b>	<p>No</p>
<b>Additional Notes</b>	

<b>Business Response (At time of incident)</b>	but they can not trouble shoot because it is suspended. Everyone keeps redirecting me to other departments. Awful customer service!
	<input checked="" type="checkbox"/> <a href="#">...Show Less</a>
<b>Desired Response</b>	They need to adjust the bill. They need to have the Internet working at a high speed as they promised which is 20 not at 2. Also, offer something that works for us.
	<input checked="" type="checkbox"/> <a href="#">...Show Less</a>
<b>Supporting Documents</b>	None
<b>Upload Attachment</b>	<input type="text"/> <input type="button" value="Upload"/>

## Business Information

<b>Business Username</b>	
<b>Business Name</b>	Comcast
<b>Business Type</b>	Location
<b>Business ID</b>	<input type="text"/>
<b>Email</b>	<input checked="" type="checkbox"/> <a href="mailto:CD--Big_South_East-ESL_Team@cable.comcast.com">CD--Big_South_East-ESL_Team@cable.comcast.com</a>
<b>Contact Address</b>	4400 Belle Oaks Drive, PO Box 63407 N Charleston, SC 29419
<b>Physical Address</b>	53 Sams Point Rd Suite E Beaufort, SC 29907
<b>Phone</b>	800.266.2278
<b>Fax</b>	None
<b>Website</b>	<input checked="" type="checkbox"/> <a href="http://www.comcast.com">www.comcast.com</a>
	November 24, 2014
	<p>Dear Sir or Madam.</p> <p>This letter is in response to the complaint received by our corporate office on November 15, 2014 in regards to a complaint referencing billing</p> <p>On November 13, 2014 I spoke with <input type="text"/>, in regards to her concerns. A credit was applied for the erroneous billing error and will appear on the billing statement dated for December 13, 2014. The package pricing was corrected and</p>



Reason

Business Response  
Decline Reason

## Consumer Filing

User Name

Name

Address

Phone

Fax

Email

Preferred Contact  
Method

Email

Other Filings

Complaint is involved  
in court case

No

Attorney is handling  
complaint

No

Date of Incident

None

Date Complained to  
Company

None

Explanation of  
Complaint

Our internet has not been up to speed or functioning as promised by Comcast. We paid for a high speed internet instead it is at a slow speed of 2. There are times when it is out of service all day several days especially on the weekend. I have called to address this but just received an automatic vm stating they are working on the problem. They keep asking us to pay the past due amount a which is \$174.99. I have talked to several people and in different departments. No one was willing to help.

☒ [Show Less](#)

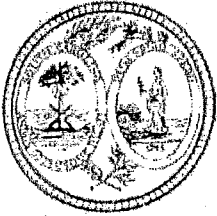
No one wants to help unless I pay the past due amount. Except technical support

<b>Business Response</b>	<p>██████████ was placed into a promotion for the Internet service. A service technician visited the home of ██████████, November 18, 2014 and found no issues with the Internet service.</p> <p>The technician educated ██████████, of the speeds available in the Charleston, South Carolina market to Comcast Cable Communications Internet subscribers. Comcast strives to provide outstanding customer service and I appreciate your bringing this matter to my attention. I trust that this letter provides you with the information required in this matter. Should you have any questions or need additional information, please contact me at 256.922.6556.</p> <p>Regards, Brandon P. Executive Customer Relations</p> <p>▶ <a href="#">Show More...</a></p>
<b>Supporting Documents</b>	▶ ██████████ <input type="button" value="Remove"/>
<b>Upload Attachment</b>	<input type="text"/> <input type="button" value="Upload"/>
<b>DCA Regulated Business</b>	No
<b>Additional Notes</b>	

BR via email. Resolution: AT&T Technician was dispatched to repair the defective facilities to clear the intermittent service issues. On 3/9/15, The OOP Manager contacted [REDACTED] to do a follow up. [REDACTED] confirmed satisfaction on the resolution. The OOP Manager offered a credit of \$20 for the inconvenience of intermittent service issues. [REDACTED] thanked for the credit and the call. Revathi Venkataramani Manager AT&T Office of the President 404-986-8370 RV5559@att.com

[REDACTED] Courtesy credit rec'd.

## Appendix 3



*The Public Service Commission  
State of South Carolina*

Jocelyn Boyd  
Chief Clerk/Administrator  
Phone: (803) 896-5133  
Fax: (803) 896-5246

COMMISSIONERS  
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Elliott F. Elam, Jr., Second District  
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Elizabeth B. "Lib" Fleming, Fourth District  
G. O'Neal Hamilton, Seventh District

Clerk's Office  
Phone: (803) 896-5100  
Fax: (803) 896-5199

March 2, 2015

Dear Mr. [REDACTED]

This is to acknowledge receipt of your correspondence to the Public Service Commission.

In March 2004 the General Assembly enacted legislation which created the Office of Regulatory Staff. As a result of that legislation, effective January of 2005 the Public Service Commission took on an exclusively quasi-judicial role.

I am forwarding your correspondence to the Office of Regulatory Staff and to the South Carolina Department of Consumer Affairs for response.

Please let me know if you should require any additional information.

Sincerely,

*Deborah Easterling*

Deborah Easterling  
Administrative Coordinator

c: Office of Regulatory Staff  
SC Dept. of Consumer Affairs

RECEIVED

MAR 03 2015

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AFFAIRS



RECEIVED

## Individual Complaint Form

Print

Date: February 17, 2015

### Complainant or Legal Representative Information: \* Required Fields

Name \*

Firm (if applicable)

Mailing Address \*

City, State Zip \*

Phone \*

E-mail \*

Name of Utility Involved in Complaint: \* AT&T

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

### Type of Complaint (check appropriate box below.) \*

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service  | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input checked="" type="checkbox"/> Service Issue  | <input type="checkbox"/> Meter Issue                       |  |   |
| <input type="checkbox"/> Other (be specific)       |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☐ Yes ☒ No

Name of  
ORS Contact:

### Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

Please see the attached copies of the complaint and history of service.

### Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

Correct the lines and access to Internet and provide the promised service at a reasonable time and price.

I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dps.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. ☒ Yes ☐ No

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA )

COUNTY OF Oconee )

### VERIFICATION

I, [Redacted] Complainant's Name \* verify that I have read my complaint filed on 02/17/2015 Date \*

and know the contents thereof, and that said contents are true.

[Redacted] Complainant's Signature \* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By Date

H.E.



## Attachment to Complaint Form

Complete this page **only** if your complaint involves AT&T.

1. Was your AT&T service activated after September 30, 2009?

☐ YES

☒ NO

2. Does your bill from AT&T include monthly charges for any of the following services?

☒ AT&T Internet Access Service (dial-up or DSL)

☐ AT&T Wireless Service

☐ AT&T U-verse Service

☐ Caller ID

☐ Complete Choice

☐ Preferred Pack

☐ Long distance service provided by any AT&T company

## Past AT&T Experience,

Dear AT&T this is a partial listing of the interruptions in service that frequently occur here. I have tried locally to get an answer and tried the corporate but with the ignorance of the people I've dealt with I've come to the conclusion that there is nobody home at AT&T.

They have blamed my computer or the internet until I tell them that I've been cut off in the middle of conversations.

The local offices say to check with corporate and the corporate says to check with the local offices.

I've stopped to talk to linemen working the lines close to the house (within a mile) and they say no lines are having problems but they are working every day on these lines that are close to me and I don't see any new housing going in here.

I don't know what the answer is for you but I know that anyone asking about AT&T service will be told by me that it SUCKS and that you don't know what you are doing when it comes to customer service.

### HERE ARE SOME OF THE PROBLEMS I'VE ENCOUNTERED:

My phone goes dead at times while I'm talking to people, but I'm having illusions per your people.

My service interrupts while online and when I try to reconnect most of the time I must wait 2-3 minutes for it to be working again, but it's the internet per your people.

I can pick up the phone and its dead, but I must be wrong per your people.

I get call waiting cues but I don't subscribe to the service.

While on the internet the speed is expected to be slow but I can go to the bathroom and its still not back before I come back.

I had your first accelerator and when the second one came out it corrupted the first one on the download so now I don't even get that help at speed.

### INTERRUPTION TIMES:

10-22-07	7:11 pm
10-25-07	5:19 pm
10-26-07	3:44 am, 7:10 pm
10-27-07	2:52 am, 3:08 am, 4:32 am
10-29-07	6:38 am, 8:03 pm, 9:07 pm
10-30-07	11:15 pm
10-31-07	2:32 am
11-02-07	5:44 am, 5:48 am
11-03-07	10:23 pm
11-04-07	2:56 pm
11-05-07	5:10 am

I can't believe that I'm paying over fifty dollars a month for this service and internet access.

PAGE 3 OF 5



## Latest great service,

I have been told by your people for over 8 years now that DSL was coming and that never arrived because now that U-verse is supposedly available I was told that I live 500 feet too far to get it. What a bunch of hogwash AT&T puts out. A service person told me many times that DSL was coming and I have put up with the slow Dial-up and hoped. Well now that 3 different service people have told me that U-verse was coming I waited patiently for it and when it has arrived I was told by the service guy that I could order it. I did and waited 3 weeks and finally called to find out what was happening and was told that the day after I ordered it the service guy had determined that I was 500 feet too far to get it. It sure would have been nice for such a reputable company as AT&T to have called me and given me that information other than not calling or even writing with the information. AT&T in my book to date is the worse service and customer friendly company in the world and it would take a lot for them to even measure as decent in my book.

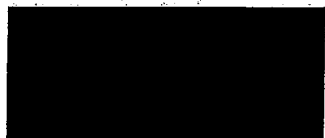
## My complaint:

Ex: This last Sunday when I woke my internet was non-existent, I called and through their automated system I was sent to some Asian country for service and after 20 minutes the person finally decided that My phone number did not exist and that I didn't have DSL (DUH), I have dial-up as I explained 4 times and somewhere they were out to lunch. They switched me back to another person and I had to explain the problem again, only to find out this person was DSL also. One more time I was rerouted by their customer service to another person, Again DSL Help, but finally this person told me that I now need to talk to Bellsouth dial-up help. I gave up and LO and Behold the internet started working again. This is the reason I need to get a better hook-up and iron out this type of idiocy that AT&T puts their customers through.

Tonight (Monday February 16, 2015), I am trying to stay on line long enough to make this complaint and cannot as the AT&T connection lasts for only 2 minutes at a time, I have to resort to another provider to accomplish this. This in essence is the same situation that occurred Sunday morning and as I can view it, I believe that AT&T is slowing down and disconnecting Dial-up. On purpose to sell or introduce U-verse, however they do not make it available as they say I'm 500 feet too far to get it. What crappy corporate tactics on AT&T's part.

Right now AT&T service is a '0' out of '10' in my book and it'll stay that way forever if this kind of crap continues in this area.

More examples of the rotten service are available on request.



## AT&T Repairperson (Past experience) 3-17-2013

Here are the symptoms that are making service hell to me.

1. Static is horrendous at times blocking any reception of information.
2. After logging in, I get anywhere from 2 to 30 minutes then the phone hangs up.
3. Any online game is a no-no because after the 2 to 30 minutes the connection hangs up and the game stops dead in its tracks.
4. Any online internet search stops after the first two screens. If I want to do any online banking it takes 15-20 minutes so it normally takes 3-5 times logging in to get it done.

This is not a internet problem, it is a line problem, and yes everything in the house works and is in great condition. I have rewired the house and ruined a hard drive in attempts to find an error here. It has cost me over 100 dollars for the problems your tech support has misdiagnosed so far.

Therefore it is a connection problem that is being ignored or misdiagnosed. I know that the last repair person said it was ok, and it was for 2 days. What's happening here is a serious waste of my money and your time and will remain that way until one of you finds where the real problem is other than listening for 3 minutes and announcing that it's fixed.

Possibilities that may need to be fixed:

1. There is a crossed line with another person/number.
2. A grounded connection.
3. Water being bled into the line in a box
4. A capacitor that is discharging and after a short time can no longer keep the connection
5. Just a plain bad connection somewhere.

Here are some of my thoughts:

1. Get these great line tracers that said it was fixed 3 days ago to trace down where the problem is and really have you fix it.
2. Trace any local problems back to that great switching unit in front of Foxwood Rentals (I was told by one of your repair persons that they cause this type problem all the time in switching).
3. I am tired of having to wait 30 minutes to redial after a system hang-up.
4. I have tried to get other types of connections out here but as long as you guys are the only people providing service I'll put in a trouble ticket every week until the problems is fixed.
5. Your tech support cut me off in mid discussion at 11:00pm because they want to go home or they shut down for the night is poor support.
6. I am committed to keeping after your company provides the service I am paying so much for.
7. I'd be glad to go to wireless but your cost of 3 times what I'm paying now is ridiculous, especially when DSL is almost half the cost of Dial-up

Thank you,

Your VERRRRRY Dissatisfied customer

Please share this with your company.

## Consumer Complaint Admin

### Manage Complaint

Business Name **Hughes Net**

Complaint Status **Satisfied – Adequate Business Response**

Complaint ID **C15-01672**

Initial complaint is **Approved**

#### Business Information

**Business Name** Hughes Net

**Business Type** Location

**Contact Address** 11717 Exploration lane  
Germantown, MD 20876

**Physical Address** 11717 Exploration Lane  
Germantown, MD 20876

**Phone** 301.601.4152

**Fax** 301.428.1656

**Website**

June 18, 2015

**Business Response** The South Carolina Department of Consumer Affairs  
800-922-1594 | 803-734-4286 fax  
2221 Devine Street, Suite 200  
PO Box 5757 Columbia, SC 29250  
[www.consumer.sc.gov](http://www.consumer.sc.gov)

Re: Complaint ID: C15-01672

To Whom It May Concern:

In response to your letter, to the executive customer support division of Hughes, it is our understanding that Ms. has some concerns regarding her service.

Our executive customer care representative reviewed all pertinent database records. "To ensure fair Internet access for all HughesNet® Gen4 subscribers, Hughes maintains a special Fair Access Policy for these subscribers. This policy establishes an equitable balance in Internet access for all HughesNet subscribers. Hughes assigns a Data Allowance to each service plan that limits the amount of data that may be downloaded or uploaded within a one-month period. Subscribers who exceed this limit will experience a temporary reduction of speed."

"Actual speeds vary based on the amount of traffic on the Internet, content on a particular Website, or by the overall performance and configuration of your computer. Stated speeds and uninterrupted use of service are not guaranteed. Actual speeds will likely be lower than the maximum speeds during peak hours."

After further review, the Fair Access Policy is a tangible part of our service based on the parameters of each plan. We are unable to revise the policy.

In addition, after further review, Ms. has cancelled her service. Hughes attempted several retention offers including sending a complimentary technician to her site but Ms. declined.

In light of Ms. issues, we have waived the early termination fee, bringing the amount due to \$0.00.

While Ms. account went to our collections department, Hughes does not report information to any credit reporting bureau with respect to our customers' accounts.

Ms. may contact me directly with any additional questions.

We sincerely regret any inconvenience that Ms. may have experienced and are hopeful that our actions will serve as a demonstration of our good faith. In the event you have any

additional questions or comments, do not hesitate to contact me.  
Thank you very much for your consideration.

Very truly yours,

Ecole Fair  
Sr. Executive Customer Support  
301-601-4152  
[executivecustomercare@hughes.net](mailto:executivecustomercare@hughes.net)



# SCDCA COMPLAINT FORM

Mail to:  
Consumer Complaint  
SC Dept. of Consumer Affairs  
PO Box 5757  
Columbia SC 29250-5757

Email to: [scdca@scconsumer.gov](mailto:scdca@scconsumer.gov)  
Fax to: 803-734-4286  
Telephone: 803-734-4200  
Toll Free 1-800-922-1594 (In SC)  
[www.consumer.sc.gov](http://www.consumer.sc.gov)

Consumer Information		Business Information	
The name and mailing address of the business must be provided to proceed.			
Name:	[Redacted]	Name:	Hughes Net
Address:	[Redacted]	Address:	
Phone:	[Redacted]	Phone:	866-347-3270
Email:	[Redacted]	Email:	

1. Have you filed a complaint with any other consumer services agency? Yes \_\_\_\_\_ No \_\_\_\_\_
2. Have you filed a summons and complaint with a magistrate's office? Yes \_\_\_\_\_ No \_\_\_\_\_
3. Is an attorney handling your complaint? Yes \_\_\_\_\_ No \_\_\_\_\_

If you answered yes to any of the above questions, please provide the corresponding name, address, and telephone number.

**PLEASE ATTACH A COPY OF CONTRACTS, WARRANTIES, CHECKS, BILL OF SALE, ETC.**

**PLEASE DO NOT SUBMIT SENSITIVE INFORMATION SUCH AS SOCIAL SECURITY NUMBERS, ACCOUNT NUMBERS, ETC.**

Please provide a complete explanation of the complaint (Attach additional Page(s) as necessary):

See attached letter

Please provide the company response:

See attached letter

What do you want the business to do?

5-22-15

YOUR INFORMATION MAY BE RELEASED AS A MATTER OF PUBLIC RECORD.

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

AGENCY COPY

In November, I contacted HughesNet and inquired about Internet service. I explained to the representative that I would be teaching from home and needed to have Internet service that would provide the speed necessary to meet in LiveLesson rooms with students, allow conference calls via the computer, and my daily work. I was assured that HughesNet could do that and more with the data package that I was encouraged to get.

However, that was not the case. Each month I ran out of data before the end of the month and had to purchase more. My bill went from the mid \$40's per month, to over \$70 per month. I also had great difficulty opening and accessing student files. I was also never able to participate in a conference due to the slowness of the service. No one could understand what I was saying due to the delay. Each month I called HughesNet and explained that I was still unable to make conference calls and that the slowness was not allowing me to work as I needed to work. Each month I was told that if I increased my data package, that the speed would also increase. So I did. In March, after running out of data again and still not being able to participate in a very important call, I decided to search for another provider in order to avoid the risk of losing my job due to not providing satisfactory work. I called HughesNet and explained that because of the speed, I could not continue service with them due to me not being able to perform my job as needed. I was told that I would need to have a representative come out and check my equipment. I explained that someone had sent a signal from the satellite in February and that it was working fine. I just needed to be able to work, which was my reason for getting the service with them. I asked to be released from my contract since I could not perform my duties for work as needed. I was told that I could not be released and would be charged the \$350 cancellation fee. Since this time, they have called demanding their \$350.

I do not feel that this is fair. I paid my bill each month on time, even as it increased in price as I was promised faster speed for better work performance. I ask that if possible, you assist me in not having to pay this fee. I am a public school teacher who teaches from home. My salary does not allow for a lot of extras and this fee is more than I can handle at this time. I thank you for your time.

## Consumer Complaint Admin

### Manage Complaint

Business Name **Centurylink**

Complaint Status **Satisfied – Adequate Business Response**

Complaint ID **C15-02356**

Initial complaint is **Approved**

#### Business Information

**Business Name** Centurylink

**Business Type** Location

**Contact Address** 148 Maxwell Ave.  
Greenwood, SC 29648

**Physical Address** PO Box 3348  
Greenwood, SC 29648

**Phone** 864.388.1455

**Fax** 864.942.9746

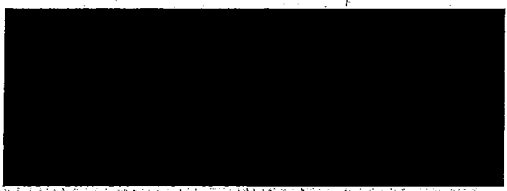
**Website** [www.centurylink.com](http://www.centurylink.com)

**Business  
Response**

After receiving this complaint, we did much research and extensive testing on our remote carrier and on several subscribers lines. Everything in the area test good. The issue with the slow speeds is coming from a bandwidth exhaust issue at our Charleston Hwy switch. Our business office had extended higher speeds to too many customers feeding from the switch. This explains why the speeds were slow and service would come to a standstill at times. We did investigate the possibility of increasing bandwidth out there but we are already providing the maximum possible for the area. We have now placed a cap of 1.5meg on all subscribers working from this switch. Letters are in the process of being mailed to each subscriber explaining the issue and advising them of the new capped speeds. this will provide more consistent speeds and better



	service for all subscribers in that area. We did contact Mr. [REDACTED] and advised him of this and he said that he was fine with that and thanked us for helping him out. Thank you.
--	---

  
July 17, 2015

SC Department of Consumer Affairs  
Post Office Box 5757  
Columbia, South Carolina 29250

Ref: CenturyLink

Please receive this letter as my complaint to the Department of Consumer Affairs. I realize there is a form on your website, but it was not allowing me to type data from my mobile device, so I simply prepared this letter.

I feel strongly that I am being systematically cheated by my internet provider. This may be a regular complaint you receive, but I feel there are particular facts that are unique to my circumstances, and I ask that that you consider my letter and take action.

I am being charged monthly by CenturyLink for internet access. I am paying a fee for 6.0 Mbps speed. For many months, I have known that I am not getting the speed for which I am being charged. I regularly run speed tests on the system, and sometimes get speeds as low as 0.1 Mbps. I regularly get speeds around 0.3 Mbps and 0.4 Mbps. I never get speed anywhere near the 6.0 Mbps, for which I am being charged.

There are many occasions when I cannot get simple webpages to open, including Google or Bing. Enclosed are a couple examples. In one instance, I was simply trying to get to Netflix so I could pay my account. I could not get the page to display, even though CenturyLink was reporting that my Internet connection was working normal. In a second example, I was trying to book a flight on Travelocity and the page was "Searching" for over an hour, even after refreshing and re-starting the CenturyLink modem.

Part of my work is from home and it is essential that I get to websites like Travelocity, Delta, and US Air. I recently had to leave my house with my iPad, travel to McDonalds and access their wireless, in order to book a last minute flight. On another occasion, I had to go to McDonalds so I could participate in a GoToMeeting session (virtual meeting).

The issue is not my equipment. The router is provided by CenturyLink, and their technicians ran the wiring and equipment in our home.

I have been tolerating this for some time, assuming that writing a complaint would be useless. However, two recent events so offended me that I felt compelled to take time and prepare this letter.

First, I was simply trying to update my Windows Defender, which is invaluable protection from virus, intrusion, etc. This is a simple process, and needs very little bandwidth to be accomplished. For two straight days, both morning and evening, I could not update because Windows continually reported "check your internet connection," and "inadequate internet connection." According to CenturyLink, my connection was fine, and running at 6.0 Mbps.

Second, at a recent social event, I was with several friends and neighbors. We started talking about Internet service, and I learned that many people in the community are having the same problems. At least three of my neighbors have complained to CenturyLink. Like me, they are getting no useful response. Once we shared our information and frustration, we began communicating and at least one of my neighbors has called me multiple times about having no service.

Upon behalf of myself and those neighbors, I took the initiative to get something done for our community. I made several calls, and to my utter surprise, I had a CenturyLink employee openly admit that CenturyLink has decided not to maintain or upgrade its Internet equipment in our area. Apparently, we are "not valuable" to the company. The employee was extremely honest, and even said that CenturyLink is aware that they are charging for speeds that they cannot provide.

I took this information and confronted a CenturyLink employee who lives about 5 miles from my home. He stated that he could not talk about "company problems," and also said that the other employee should not have made those statements. But, he then also said that he would be lying if he denied what the other employee had told me. He even admitted that his own internet (at his home) was "horrible," which is CenturyLink.

As a consumer, I am entirely frustrated. I simply want what I was promised, and what I am paying for each month. If CenturyLink was providing 6.0 Mbps speeds, even complex websites would download in seconds; and that is taking into account bandwidth and usage.

If CenturyLink has in fact decided to give up providing reliable Internet service to our area, then I would expect them to be honest, tell customers, and refund money taken over the last couple of years (I know I have experienced these issues for more than 12 months).

Your Consumer Complaint form asks several questions, including:

- No complaint or legal action has been filed.
- No attorney is involved.

The contact information I have for CenturyLink is primarily from my monthly invoice, and is as follows:

CenturyLink Telephone Company  
Ridgeland, South Carolina 29936  
843-726-3211



**CenturyLink**

Page: 1 of 4  
Bill Date: May 13, 2015

Recent bill showing  
charges - see p. 3

**Monthly Account Summary**

Previous Balance	197.32
Payment Received - Apr. 16, 2015	-94.92
Balance Forward	102.40
Current Charges (see below)	102.41

**Total Amount Due \$204.81**

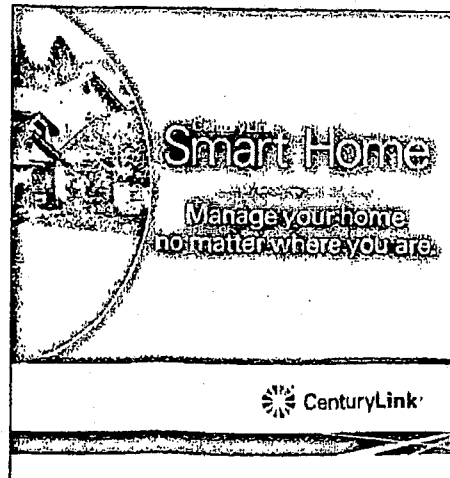
**Payment Due By Jun. 12, 2015**

The Due Date On This Bill Applies To Current Charges Only

**Current Charges Summary**

Packages	59.90
Broadband	15.48
Voice	11.23
Late Payment Charge	7.38
Taxes, Fees, and Surcharges	8.42
<b>Total Current Charges</b>	<b>\$102.41</b>

Get your bill delivered electronically.



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no matter where you are.

CenturyLink

08601 5287974 016832 033663 00010002

pl 102.41  
ck 1291  
6-2

**Need Anything?**

Call us: Product, Services and Billing  
Repair Service  
Visit us: [centurylink.com](http://centurylink.com)

1-800-201-4099  
1-800-788-3600

PO Box 1319

Charlotte, NC 28201 (this is an address to mail payments)

My demand is simple. I am being charged (and I am paying) for 6.0 Mbps service. Please make CenturyLink honor that contract, as the monopoly in our area, and provide that level of service to our community. I make this demand upon behalf of our community, including at least five families.

Please feel free to call if you have questions, or need additional information.

Respectfully,

A large black rectangular redaction box covering the signature area.



**CenturyLink®**

Page: 3 of 4  
Bill Date: May 13, 2015

## Carrier Changes and Information

Local Toll Carrier: CenturyLink Communications, LLC (5046)  
Long Distance Carrier: CenturyLink Communications, LLC (5046)

## Details of Your CenturyLink Packaged Services

Service Period: MAY 13 - JUN 12

### Simple Choice

Monthly Recurring Charges

59.90

### Services for:

1 Pky Residence Line  
3-Way Calling  
77 Anonymous Call Reject  
Call Forward Busy  
Call Forward No Answer  
Call Forwarding  
Caller ID With Call Waiting  
Message Wait Visual  
Message Waiting Indicator  
Unlimited Long Distance (Voice Only)  
Voicemail Basic

### Services for:

6.0M High Speed Internet

Package Charges

\$59.90

Subtotal Packages

\$59.90

### Taxes, Fees and Surcharges

ORANGEBURG Sales Tax	25
SOUTH CAROLINA Sales Tax	1.53
SOUTH CAROLINA Universal Service Fund Surcharge	1.07
Universal Service Fund Surcharge	1.45

**Total Taxes, Fees and Surcharges** **\$4.30**

**Total Packages (Including Taxes, Fees and Surcharges)** **\$64.20**

## Details of Your CenturyLink Broadband Services

Service Period: MAY 13 - JUN 12

We appreciate your business.

For Technical Support call 1-800-788-3600.

Pay by Phone 24 Hours/7 Days a Week 1-866-712-1996.

PRISM TV customers: Support for Video or Internet call 1-866-314-4148.

### Services for:

### Monthly Charges

** CenturyLink @Ease - Standard	9.99
** HSI Modem Wired	5.49

**Total Monthly Charges** **\$15.48**

### Taxes, Fees and Surcharges

ORANGEBURG Sales Tax	.06
SOUTH CAROLINA Sales Tax	.33

**Total Taxes, Fees and Surcharges** **\$.38**

**Total Broadband (including Taxes, Fees and Surcharges)** **\$15.86**



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management solution  
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High Speed Internet

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Rest easy knowing that your home  
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and carbon monoxide monitoring.

**Energy Management -**  
Save money by setting your  
home to work with your family's  
schedule. CenturyLink® Smart  
Home can reduce your energy  
bills by turning off lights, AC and  
heat when no one's around.

**Remote Automation and  
Control -** CenturyLink® Smart  
Home makes it easy to manage  
your home even when you're not  
there. Lock and unlock doors, set  
the temperature and arm your  
security system, all from your  
smartphone, tablet or computer.

**Call 877.619.0914**

Click [centurylink.com/smart](http://centurylink.com/smart)

CenturyLink®

08601 5287974 016833 033855 0002/0002



**CenturyLink®**

Page: 2 of 4  
Bill Date: May 13, 2015

### Information About Your Account

#### Allocation of Charges:

Service Categories	Past Due	Current Month	Total Due
Basic Services	32.26	32.26	64.52
Other Services	70.14	70.15	140.29
<b>All Services</b>	<b>\$102.40</b>	<b>\$102.41</b>	<b>\$204.81</b>

Failure to pay Basic charges may result in the disconnection of those Services. Please contact CenturyLink regarding any questions or problems with your bill before the due date.

CenturyLink works every day to bring you solutions that best meet your total communications needs. Stop in and learn more about our value pricing that will help you reduce your household expenses when you bundle all of your services with CenturyLink. You can also pay your bill and check out our newest products and services at your local CenturyLink Customer Experience Center. Visit [www.centurylink.com/stores](http://www.centurylink.com/stores) to find the location nearest you.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

United Telephone Company of the Carolinas, LLC DBA CenturyLink

#### Third-Party Billing Block

Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

**FREE Enrollment!** With CenturyLink's My Account service, you can update your billing information, view and pay your bill and much more. Visit us online at [www.centurylink.com/myaccount](http://www.centurylink.com/myaccount).

## Details of Your CenturyLink Voice Services

Local Service Period: MAY 13 - JUN 12  
Long Distance Service Period: MAY 13 - JUN 12

Long distance service provided by CenturyLink Communications, LLC, using the trade name CenturyLink

### Monthly Charges

## Local Services

Federal Subscriber Line & Access Recovery Charge	6.25
** Non-Telecom Services Surcharge	1.99

### Long Distance Services

<b>Carrier Cost Recovery Fee</b>	<b>2.99</b>
----------------------------------	-------------

<b>Total Monthly Charges</b>	<b>\$11.23</b>
------------------------------	----------------

### Long Distance Calling Plan Summary

Calling Plan charges are itemized in other sections of your bill and are summarized here for your information.

<b>Unlimited Long Distance</b>	
Monthly Charge	.00
Usage Charges	.00
<b>Total Unlimited Long Distance</b>	<b>\$ .00</b>

### Taxes, Fees, and Surcharges

### Local Phone Service

Federal Excise Tax	01
ORANGEBURG County 911 Surcharge	92
ORANGEBURG Sales Tax	09
SOUTH CAROLINA Sales Tax	56
SOUTH CAROLINA State Telecommunications Relay Service Surcharge	25
SOUTH CAROLINA Universal Service Fund Surcharge	22
Universal Service Fund Surcharge	1.09

### Long Distance Service

SOUTH CAROLINA Universal Service Fund Surcharge	.08
Universal Service Fund Surcharge	.52

<b>Total Taxes, Fees and Surcharges</b>	<b>\$3.74</b>
---	---------------

<b>Total Voice (including Taxes, Fees and Surcharges)</b>	<b>\$14.97</b>
---	----------------

**\*\* Nonregulated Charge(s) - nonpayment for NONREGULATED SERVICES OR PRODUCTS may result in the disconnection or restriction of such services, and such delinquencies may be subject to collection. Local services will not be disconnected for nonpayment of nonregulated charges. Nonpayment of toll charges may result in the disconnection of toll service, and such delinquencies may be subject to collection.**

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## Appendix 4

### *Questions to Ask of the State Attorney General*

- Ask the state's attorney general whether its consumer protection or other comparable department received any complaints about ISPs blocking websites between 2003 and present. **We are not aware of any complaints the Attorney General's Office has received about ISPs blocking websites between 2003 and present.**
  - If yes, in what year was each complaint received? **n/a**
  - What was the nature of those complaints? **n/a**
  - Did the AG's office investigate? How were the complaints resolved? **n/a**
- Has the state attorney general's office, or other agency responsible for protecting consumers, received complaints that an ISP is:
  - Preventing, or restricting, access to lawful content; **No**
  - Preventing, or restricting, the ability to use apps, or other software applications; **No**
  - Preventing, or restricting, the ability to connect personal devices to the network, a Local Area Network (LAN), a Virtual Private Network (VPN), home network, or any other type of network; **No** or
  - Preventing or restricting the ability to obtain service plan information? **No**
- Has the state attorney general's office or other agency responsible for protecting consumers received any complaint that an ISP has harmed consumers by either blocking content from competitors or providing an unfair competitive edge for content or programming it generates? **The Attorney General's Office has not received any complaint that an ISP has harmed consumers by either blocking content from competitors or providing an unfair competitive edge for content or programming it generates**

### **State Regulatory Authority**

Prior to the Title II Order, many state utility commissions or agencies lacked authority to regulate ISPs or broadband, as it was considered an "information service," falling under Title I. Traditional state regulatory authority rests in the telecommunications space, usually running concurrent with federal Title II jurisdiction.

### **\*Our understanding is that you only are requesting a response to question 2 in this section.**

- With Title II reclassification of the internet and broadband services, did state utility commissions or agencies promulgate or intend to promulgate rules designed to extend state telecommunications regulations to ISPs or other broadband companies (including mobile broadband)?
- **Similarly, did the state attorney general intend on extending consumer protection actions traditionally reserved for telephone companies to ISPs and broadband companies? Not applicable.**
- Are there any additional state fees or taxes related to telecommunications services that would have applied to ISPs or mobile broadband providers because of the Title II reclassification?

John P. Hazzard, V

Deputy Attorney General and Special Counsel

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